

Chilexpress Case Study

Chilexpress & SOTI MobiControl: Delivering Globally & Efficiently!



About Chilexpress

Chilexpress is a Chilean company that specializes in courier, express transportation services in logistics and international trade, domestic money transfers and international collections, along with a full range of products and services associated with express courier. It has a fleet of over 400 vehicles, enabling timely and efficient transfers of daily express shipments to the most diverse destinations. Chilexpress has over 272 sales offices nation-wide, 22 distribution centers and 47 distribution centers, allowing them to offer complete national coverage. Through global strategic partnerships, the company extends its coverage to every corner of the world.

Along with this extensive network, Chilexpress offers advanced technology and an excellent operational system, enabling swift delivery complemented by a comprehensive system of tracking shipments. Thus, Chilexpress orients themselves to their customers' needs by providing continued confidence and security in their service.

The Business Challenge

The Honeywell devices loaded with mobile applications were distributed throughout the country. The support was delayed and in many cases, the IT personnel was unable to resolve problems faced by their field force remotely, so the devices had to be returned to the company, increasing support and shipment costs. Moreover, valuable time was lost and operational expenses increased. Another challenge was being able to install and update the new versions of mobile applications on all devices as most of the personnel

spent a large amount of time outside of the central headquarters.

Chilexpress decided on SOTI MobiControl as their MDM solution of choice, for its ease of use, simple implementation and remote support capability for Honeywell devices. MobiControl's web console allows IT staff to gain real-time visibility into the company's entire mobility environment, install and update applications over-the-air, and even troubleshoot devices remotely, thus offering higher productivity and efficiency.

Chilexpress uses SOTI MobiControl externally to offer remote device support for our mobile workforce, actualize business applications online and secure sensitive information on the devices, as well as internally to increase the productivity of personnel on the ground, save time delivering devices and resolve any problems that might occur in a timely manner.

The Solution

SOTI MobiControl was evaluated on its ability to offer remote support and to solve problems that occurred on a daily basis for ground staff with devices that they used for tracking and delivery. When the devices were malfunctioning, this decreased efficiency and increased worker downtime, which would ultimately lead to customer dissatisfaction. Additionally, SOTI MobiControl was evaluated on its ability to function even at long distances from the actual device. It was observed that the remote control functionality worked well locally as well as globally, which is a necessity for an organization like Chilexpress that offers such wide coverage.

Industry Application Area:
Logistic and Supply Chain

Mobile Devices:
Honeywell Dolphin 99EX

Summary:

Chilexpress

A Chilean company that specializes in courier, express transportation services in logistics and international trade.

Challenge

Support Remote Mobile Devices, Manage Enterprise Applications, Reduce IT Costs, Safeguard Corporate and Customer Data

MobiControl Solution

Real-time Remote Control and Help Desk, Mobile Application Management (MAM), Advanced Security Center, Remote Lock and Wipe.

Result

Enhanced Productivity, Higher IT Efficiency, Maximized Device Uptime, Improved Customer Satisfaction, Increased Mobility ROI, Reduced Total Cost Ownership of Mobile Devices

“Although it is difficult to pinpoint exactly how much money has been saved, we can confidently say that SOTI Mobicontrol has practically eliminated unnecessary trips for technical personnel to the site to install new applications on devices, and it has also allowed us to undertake preventive work on the system remotely. It takes less than ten minutes to configure SOTI MobiControl on each device, so this results in huge time savings.”

Miguel Atan, ,
Regional Sales Manager,
Wireless & Mobile, Chile

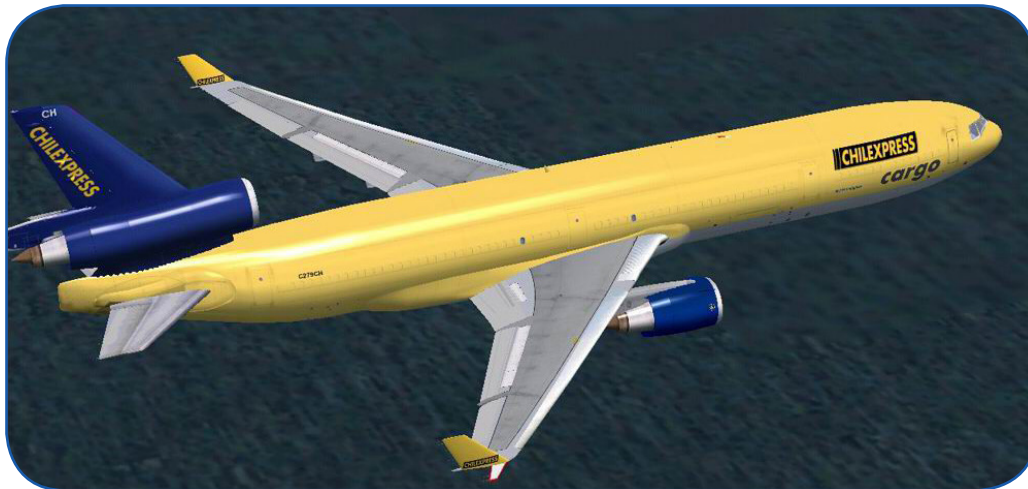


Chilexpress' IT personnel installed MobiControl quickly and easily on each device, then the device was activated and registered in work groups for easier identification.

The IT personnel went through training courses, in which they learned simple techniques to properly use MobiControl and were showed how to utilize the software in the most effective way. SOTI MobiControl has become essential in Chilexpress' daily operations, because their work force can continue being productive without any downtime. The company's IT personnel can also offer quicker problem resolution due to the

The Result

Almost immediately, Chilexpress' IT personnel was able to resolve any problem that occurred on the devices used by the field force. The ground staff's efficiency increased as they did not have to spend valuable time on the phone to resolve a problem. Also, it has now become very rare for a device to be returned to headquarters for repairing or updating. On average, about two hours are saved daily for each ground staff member due to the deployment of SOTI MobiControl, which has led to increased ROI and productivity of the employees at Chilexpress.



remote control capability, which avoids lost time speaking to ground personnel via telephone or returning the device to the offices for fixing. Also, in case the device is lost or stolen, the IT personnel can remotely wipe the device to protect confidential information.

Chilexpress is very satisfied with the solution and it intends to purchase approximately 300 more devices this year and acquire 500 additional licenses, with a team already in place to facilitate this deployment.

Solution Benefits:

- Quick device deployment and configuration
- Data synchronization
- Location tracking
- Real-time remote support and control
- Detailed device information
- Flexible and scalable

About SOTI Inc.

SOTI Inc. is the World's Most Trusted Mobile Device Management (MDM) Company, with over 10,000 enterprise customers around the world who rely on SOTI MobiControl to manage millions of devices. SOTI develops industry-leading solutions for enterprise mobility management, allowing organizations to empower enterprise mobility through support for corporate-liable and Bring Your Own Device (BYOD) policies. SOTI MobiControl solves the unique challenges involved in managing, securing, supporting, and tracking mobile and desktop computing devices across all platforms.

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